



Commissioners of the CPUC  
505 Van Ness Ave 2nd Floor  
San Francisco, Ca. 94102

Dear Sirs,

1-11-04

For the past four and a half years Climate Control has used Check-me as a standard service tool on every air conditioner or heat pump we have serviced. Over the course of this time we have serviced approximately 4500 units, both residential and commercial. I am a third generation A/C contractor and am thrilled PEG Group has provided my company with this knowledge, and this service tool.

The number of units having charge deviations no longer amazes me, though I admit that I was surprised at first. Nearly half of the units serviced have proven to be **under** charged, initially this was suspected to be due to leakage, my own investigation leads me to believe that this has been a start up (at installation) error, the same is true of the remaining half being **over** charged, while over charge is possible and even likely at installation, over charge likely occurs at the time of service, simply due to uninformed and incorrect charging procedures by those usually considered quality techs or journeyman level.

The true percentage of charge deviations we have discovered is 92% of all units both residential and commercial. This number is staggering. The wasted energy consumption as a result of charge deviation on a single unit is nominal but when one considers the millions of A/C units in the state of California that number in dollars or energy consumption would become equally as staggering and revealing. Millions of existing units are going to be in place for many years and need to be corrected for maximum efficiency and operation, helping to reduce peak load demand.

The customer benefits are a additional issue, when charge deviations are corrected A/C's and especially heat pumps perform at engineering design and capacity thereby delivering all the cooling/heating to the customer, certainly in a more uniform manner and at a lower cost due to the efficiency gain. The Check-me program brings us into many homes, businesses, and apartment complexes and with a professional HVAC background we are able to correct other problems (improper duct sizing, inappropriate load calculations and poorly programmed thermostats) that have not been corrected or have not been correctly resolved in past maintenance. The last sidelight to charge deviation is fewer compressor failures occur costing customers less in break down repair.

I am pleased with the way California has required Title 24 results of charging and air flow to be presented to all respective city and county inspecting personnel in an attempt to reduce the installation errors. And I am hopeful that the Check-me program will continue for a long time.

We service the SDG&E, Edison and IID territories. Unfortunately SDG&E was not funded this year, would SDG&E have been part of the program and better early spring weather been warmer we could have easily doubled our number of units serviced.

Due to the time intensity of Check-me data collecting and processing both initial and post test incentives seem appropriately set. The equipment buy down permits myself the leverage to require all my techs to have the best testing and measuring equipment

appropriate for these programs, the equipment provides for accurate and sure data collecting and makes it possible to correctly adjust refrigerant charge and air flow. A wise person is not always only the one who has all the answers, but knows where to go to get them, PEG Group is one of our information resources.

I am writing this letter in hopes that you will consider the continuing need for Check-me programs in California. PEG Group through their training procedures have raised the bar in service performance, helping to create a market transformation in the ways service personnel adjust charge and verify air flow. Climate Control has become a better informed and a better service company as a result of the efforts of PEG Group.

Thank you,



Art Terill  
President